

**Medicare-Approved Drug Discount Card and Transitional Assistance Program  
Assisted Enrollment for Medicare Savings Program (MSP) Beneficiaries**

The Questions and Answers on the following pages are being used by 1-800-MEDICARE to answer questions raised by beneficiaries, or have come in from beneficiaries. Partners may find the answers helpful as they talk with beneficiaries or their caregivers.

1-800-MEDICARE Qs & As:

**Q. Are beneficiaries who live in the U.S territories eligible for automatic assignment to a drug card under this initiative?**

A. No, only people who live in the 50 States and the District of Columbia are impacted by this initiative.

**Q. How long will a beneficiary have to wait before s/he can start using the \$600 credit?**

A. If the beneficiary qualifies for a \$600 credit, s/he can begin using the \$600 credit the first day of the month following the month when the sponsor receives and approves his or her enrollment in transitional assistance. For example, if the beneficiary is approved on October 12, 2004, then s/he can begin using the \$600 credit on November 1, 2004.

**Q. Can someone other than the beneficiary complete the attestation on his or her behalf?**

A. Yes. The authorized representative as provided under state law can make an attestation on behalf of the beneficiary.

**Q. How long does a beneficiary have to wait before s/he can enroll in a drug card other than the one to which s/he was assigned?**

A. *From the day the individual receives the enrollment kit to before November 15, 2004:* If the individual wants to enroll in a card other than the one s/he is assigned to, then s/he must first cancel the enrollment by calling the first card sponsor, wait 24-48 hours until the cancellation is effective, and then enroll in another card of his or her choice.

*From November 15, 2004 to December 31, 2004 (Annual Coordinated Election Period):* If the individual wants to enroll in another card other than the one s/he is assigned to, then s/he can simply enroll with another card sponsor. This subsequent enrollment will automatically disenroll the beneficiary from the first sponsor. Enrollment in new card begins on January 1, 2005.

The beneficiary will still need to apply for transitional assistance, if s/he does not complete the attestation with the card in which s/he was auto-assigned.

**Q. What if a beneficiary is already enrolled in a card but is then auto-assigned to another card?**

A. Our enrollment process is designed so that the beneficiary cannot be enrolled in more than one card at a time, so this should not occur. If the beneficiary says that s/he is already enrolled in another card, the customer service representative should query the drug card enrollment records in the Enrollment and Eligibility Verification System (EEVS) to verify the card in which the beneficiary is enrolled.

**Q. What is the deadline for calling in for the attestation?**

A. December 31, 2004 for the \$600 of transitional assistance in 2004. If the beneficiary never uses the drug card and never calls to complete the attestation for the \$600 credit in 2004, then the individual's drug card enrollment will be cancelled at the end of this year.

**Q. If the beneficiary wants the status of the transitional assistance, does the 1-800-MEDICARE customer service representative refer him or her to the sponsor?**

A. The 1-800-MEDICARE customer service representative may query the drug card enrollment records in the Enrollment and Eligibility Verification System (EEVS) to check on the status of the transitional assistance or advise him or her to call the card sponsor at the sponsor's toll free number.

**Q. What instructions should 1-800-MEDICARE customer service representatives give the caller after the attestation is completed?**

A. After the beneficiary completes the attestation, the customer service representative should inform the caller that s/he may begin accessing the transitional assistance credit on the 1<sup>st</sup> day of the following month based on the information they have provided. The beneficiary will receive written confirmation from the card sponsor if they are not approved. The beneficiary may also follow up with the sponsor's customer service department to confirm when s/he may begin using the credit.

**Q. If an individual attests to his or her income and begins to use the card, and then later decides to switch cards, will s/he have the same open enrollment period for switching cards in November?**

A. An individual who is enrolled under this initiative will have the same annual election period as anyone else who is enrolled in this program, regardless of whether s/he starts using the card.

**Q. What happens if an individual uses the card without completing the attestation?**

A. If an individual uses the card without completing the attestation, s/he could be required to pay the enrollment fee associated with that card. For beneficiaries that qualify for the \$600 credit, the Centers for Medicare and Medicaid Services will pay the enrollment fee.

**General Qs & As:**

**Q. When will beneficiaries receive letters notifying them of their auto-assignment?**

A. In October, beneficiaries will receive a letter explaining what they need to do to complete the attestation. The letter will accompany an enrollment kit.

**Q. What if beneficiaries show up at their pharmacy and try to use the card, even though they haven't contacted the sponsor to complete the attestation for the \$600 credit?**

A. Beneficiaries will be able to use their card at participating pharmacies to obtain discounts on their prescription drugs starting on November 1, 2004. CMS is working to educate pharmacists about this initiative so that they can encourage beneficiaries to call their card sponsor or 1-800-MEDICARE (1-800-633-4227) to provide the necessary information for completing the attestation for the \$600 credit.

**Q. What happens if the beneficiary never calls to complete the attestation?**

A. If the beneficiary never calls to complete the attestation and never uses the card by the end of this year, then the beneficiary's enrollment will be cancelled. However, if the beneficiary uses the card to obtain discounts but does not call to complete the attestation, the beneficiary will be charged an enrollment fee for that card at the end of the year.

**Q. What is the overall timeline for this initiative?**

A. CMS is assigning beneficiaries to Medicare-approved drug discount cards in early October 2004. Sponsors will receive this information and then will begin production of the enrollment kits and model letter. Starting on October 16, beneficiaries will be able to call their card sponsor or 1-800-MEDICARE (1-800-633-4227) to provide information to complete the attestation for the \$600 credit. Beneficiaries' enrollment in the card will be effective November 1, 2004. They will have until December 31, 2004 to provide information that will entitle them to the \$600 credit for 2004.

**Q. How will auto-assignment under this initiative affect State Pharmaceutical Assistance Programs (SPAPs) auto-enrollment process?**

A. If a SPAP member has already been auto-enrolled by the State, then s/he will not be auto-assigned to a drug card under this initiative. If the State is planning to auto-enroll the individual during the Annual Coordinated Election Period (November 15 – December 31), then this subsequent enrollment will automatically cancel the beneficiary from the card to which s/he was auto-assigned.

**Q. Will beneficiaries be able to use their cards at indigent care or 340(b) pharmacies?**

A. Beneficiaries may not be able to use their card at these pharmacies if they are not included in their sponsor's network. If their pharmacy does not accept their card and they would like to enroll in another card, they can call 1-800-MEDICARE (1-800-633-4227) to learn about their other choices, including cards that may include their indigent care or 340(b) pharmacy.

**Q. How many national cards are accepting MSP enrollments under this initiative?**

A. Each beneficiary will be randomly assigned to one of 25 national Medicare-approved drug discount cards that are participating in this initiative. However, a beneficiary can choose any card available and still qualify for transitional assistance.

**Q. Which card sponsors and cards are participating in this initiative and what are their enrollment fees?**

A. The following table lists participating card sponsors and Medicare-approved drug discount cards. CMS will pay for the enrollment fee for beneficiaries who qualify for the \$600 credit.

	<b>Card Sponsor</b>	<b>Card Name</b>	<b>Annual Fee</b>
1	MedImpact Healthcare Systems, Inc	MedCare USA, Powered by MedImpact	\$30.00
2	Acclaim, Inc.	Acclaim RxSavings Club	\$30.00
3	PGBA, LLC	InStil Health Solutions	\$30.00
4	PBM Plus, Inc.	PBM Plus Senior Care	\$30.00
5	Pharmaceutical Technologies, Inc.	The Pharmacy SmartCard	\$30.00
6	PharmaCare Management Services, Inc.	myPharmaCare	\$25.00
7	Aetna Health Management, LLC	Aetna Rx Savings Card (SM)	\$30.00
8	McKesson Health Solutions, Arizona	Rx Savings Access Card	\$24.95
9	Pharmacy Care Alliance, Inc.	Pharmacy Care Alliance (Option A)	\$19.00
10		Pharmacy Care Alliance (Option B)	\$30.00
11	United Healthcare Insurance Company	AARP Prescription Discount Card	\$19.95
12		U Share Prescription Drug Discount Card	\$19.95
13	ScriptSolutions, LLC	ScriptSolutions Choice	\$14.95
14	WHP Health Initiatives, Inc.	Walgreens Health Initiatives Prescription Discount Drug Card	\$20.00
15	Public Sector Partners, Inc.	Public Sector Partners Prescription Drug Discount Card	\$30.00
16	Computer Sciences Corporation	Community Care Rx	\$30.00
17		Criterion Advantage	\$30.00
18		RxSavings	\$29.95

19	Advance PCS Health, L.P.	RxSavings distributed by Reader's Digest	\$29.95
20		RxSavings distributed by Mennonite Mutual Aid Association	\$29.95
21	Caremark	BD Advantage Drug Discount Card	\$10.00
22	Argus	Argus Rx	\$30.00
23	Envision	Envision Rx Plus	\$30.00
24	Medco	Preferred Prescription Discount Card	\$25.00

**Q. On what basis did CMS decide to include only national cards in this initiative?**

A. CMS is moving forward on an accelerated schedule to ensure that all eligible MSP beneficiaries are able to benefit from a \$600 credit in 2004. For this initial effort, we are relying on national card sponsors to accept enrollment of all eligible beneficiaries living in the continental United States, Alaska and Hawaii.

We will be including regional card sponsors in a similar initiative planned for early 2005. This will give CMS system staff sufficient time to address the added complexity of random assignment at the regional versus the national level.

**Beneficiary Qs & As:**

**Q. Why am I being automatically assigned to a drug discount card?**

A. Medicare records show that you very likely qualify for a \$600 credit in 2004 and another \$600 credit next year. You can use this \$1,200 credit with your Medicare-approved drug discount card to pay for your prescriptions this year and next. The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, is working to help you enroll in a Medicare-approved discount drug card to help you save money on your prescription drugs.

**Q. What do I need to do to get \$600 on my card?**

A. Once you receive your enrollment kit, which will include a Medicare-approved drug discount card, simply call the card sponsor at the toll free number provided OR call 1-800-MEDICARE (1-800-633-4227) to provide information that will determine if you qualify for the \$600 credit. TTY users should call 1-877-486-2048.

**Q. Can the drug card company I am enrolled with call me?**

A. As an additional way for Medicare to encourage you to take advantage of the \$1,200 credit, you may receive a call from the drug card in which you are enrolled. Please take this opportunity to answer the simple questions they will ask to activate your \$1,200 credit. You can use this \$1,200 credit with your Medicare-approved drug discount card to pay for your prescriptions this year and next.

**Q. I do not want to be enrolled in the drug card that I received in the mail. What do I do?**

A. If you don't want to be enrolled in that card, simply call the drug card company at the toll free number provided and tell them you don't want to be enrolled in their card.

**Q. What if my pharmacy doesn't accept the card I'm enrolled in?**

A. You'll receive information about your card's pharmacy network, as well as other materials, with your card in October. If your pharmacy isn't included in the network, you can choose another card. To find other cards that may be accepted at your pharmacy, please contact 1-800-MEDICARE (1-800-633-4227).

**Q. What if I live in a nursing home?**

A. If you live in a nursing home, you may not be able to use the card you receive in the mail at the facility's pharmacy. You can still qualify for \$600 credit on a card with a special endorsement that serves these facilities. Call 1-800-MEDICARE (1-800-633-4227) to learn about other Medicare-approved drug discount cards that serve these facilities.

**Q. What if I am American Indian or Alaska Native and use an Indian Health Services (IHS), Tribal, or Urban Indian pharmacy?**

A. If you are American Indian or Alaska Natives who uses IHS, Tribal, and Urban Indian pharmacies, you may not be able to obtain discounts at these pharmacies using the Medicare-approved drug discount card you receive in the mail. Call 1-800-MEDICARE (1-800-633-4227) to learn about other Medicare-approved drug discount cards that serve these facilities.